

TELEPHONE TECHNOLOGY

END USER SERVICES

IP TELEPHONY

Flexible, reliable, easy-to-use communication services that cut costs and boost availability

IP telephony is not only a means to significantly reduce telephone costs at an enterprise on the move. It also packs the potential to support new ways of working and co-operating in order to make business processes more efficient.

Entering the new era in telephony is easy, as Volvo IT's IP telephony services are truly user friendly and provide a high level of flexibility for the individual end user.

Today, availability is more important than ever. Being able to reach and talk to colleagues, partners and customers – all over the world – is a key success factor. At the same time, cost control, system reliability and the ability to adapt the voice communication services to organisational changes are just as important. The range of IP telephony services provided by Volvo IT was developed to meet these needs.

Shared infrastructure for improved control

IP telephony allows voice phone calls to be made over data networks (e.g. the internet). The Volvo IT service is provided over the secured corporate network. Using the corporate network as a shared infrastructure for both telephony and data transfer offers a number of benefits in addition to cost savings. It enables the standardisation of network

equipment and the management of network equipment from one location, it facilitates scaling up the voice network and reduces the time it takes to set up the service.

Face the future prepared

IP telephony is currently experiencing rapid growth. One of the reasons is that, in the near future, various applications used in communication-intensive workflows will be integrated with IP telephony. As a result, making end users familiar with the new technology today will generate a competitive advantage tomorrow.

End user packages for many needs

IP telephony enables users to make calls through the corporate network to any kind of phone anywhere in the world and naturally also to receive calls from anywhere.



Reach any device anywhere from any device anywhere.

ATION TECHNOLOGY

Volvo IT provides three end user services in IP telephony:

- IP Soft Phone, using which the end user can call via voice software in the computer
- IP Hard Phone where calls are made from a physical phone
- IP Conference Phone, also a physical phone

Different user needs and preferences will therefore determine the type of end user service that is selected.

The range of packages, together with the available service add-ons, makes IP telephony an attractive option for both office workers and travelling personnel.

Freedom of choice

Both soft and hard phone users can administer their personal telephony using a web application. This means that they can change settings, redirect calls and access standard phone functionalities – as if they were in the office – when travelling or working at home.

Ease of use

Another example of the way IP telephony facilitates everyday duties is that calls can be initiated and numbers dialled directly from the company's corporate online directory.

No compromise on quality

IP telephony provided by Volvo IT prioritises sensitive traffic, such as voice, to ensure quality transport and prevent distorted conversations.

This makes IP telephony a great asset, not least in countries with a poor telecom infrastructure.

Complete set of services

Volvo IT can provide the consultancy and expertise required successfully to implement and effectively use IP telephony in any kind of organisation. The range of services includes everything from software and e-learning courses to a support helpdesk.

IP telephony end user packages

IP Soft Phone

- End users place calls via the computer
- Full flexibility: calls can be made from the office, home, hotel or airport – wherever there is a secure LAN or broadband connection
- Self-service options available through a user-friendly software interface

IP Hard Phone

- Calls are placed via IP phone hardware
- A web interface can be used to change settings and redirect incoming calls, for example

IP Conference Phone

- A reliable solution for meetings and conference rooms
- Works like a conventional conference phone with the added advantage of lower traffic costs for long-distance calls

VOLVO

Volvo Information Technology AB

www.volvoit.com

Volvo IT provides specialist skills and cost-effective solutions for all areas of industrial IT, from product development to sales and the aftermarket. Volvo IT's range includes superior data centre operations and IT infrastructure. Volvo IT is a global organization and part of the Volvo Group.